

## **We Have to Talk: Handling Difficult Conversations**

### **Wednesday 20 May 2009**

### **Holywell Park, Loughborough University**

If you have been putting off that difficult conversation, this seminar will provide you with the tools to proceed with confidence. It focuses on the practical steps to take in preparing for, and taking a lead in difficult conversations and is presented by Sharon McNeish. Comments from her last UhS seminar included: 'Brilliant course, hope to use it immediately', 'Expectation more than met, excellent course, well presented, an eye opener', 'a most enjoyable day and very interesting'.

We will examine the foundations of handling difficult conversations: your role, your power, your goal and your techniques. We will also look at assessing the different behaviours in the workplace; how to spot them and handle them. We will work on your powers of persuasion examining how you can maintain positive communication even with your tormentors. Acknowledging your role as arbitrator, we will go through a step by step process to reveal how to effectively manage disputes and create teams of mutually supportive members.

Among the topics to be covered are:

- The role, power and goals of managers and supervisors
- It's all about you - your technique reflects your behaviour and attitude
- Who's in the office? Parent, Adult and Child
- Getting to Yes - being persuasive, not abrasive
- The effective management of disputes
- Creating teams of mutually supportive members
- Role playing difficult conversations such as: the poor performer; the bad attitude; conveying bad news, confronting an employee's annoying habits and issues etc

### **Objectives**

The workshop will help participants to:

- Re-evaluate their role in the workplace, their use of power and their intended goals
- Apply their understanding of behaviour and behavioural trends to their management of difficult situations
- Use observation and understanding to help them manage their work colleagues
- Be more persuasive and achieve what they want in difficult conversations
- Effectively manage disputes between work colleagues
- Manage people to create teams of mutually supportive members
- Apply their techniques in a variety of realistic scenarios

Participants will be provided with workshop handouts.

### **Presenter**

Sharon McNeish B.Ed. (Hons), M.Sc., M.B.A is Managing Director of Boldbrackenridge. Her career in higher education began in 1981, first as a physical education teacher, then as a head of department and latterly as the Head of the Student and Staff Support Division in the University of Glasgow. The services of her company reflect Sharon's passion for enhancing the student experience and for improving management and leadership particularly at middle management level. Her motivational delivery, often drawing on her own experiences, has brought many of her clients from across the UK and Ireland back to Boldbrackenridge.

### **Participants**

This seminar is for front line managers and supervisors working within university hospitality, including conferences and events, student accommodation, catering and facilities management.

### **Date and Venue**

Wednesday 20 May 2009; registration is from 0930. The workshop starts at 1000 and ends by 1545. It will be held at Holywell Park, which is imago's corporate, non-residential training centre at Loughborough University. It is close to junction 23 of the M1 and also easily reached from Loughborough railway station.

Full location and access details will be sent to participants. There is more information at [www.welcometoimago.com](http://www.welcometoimago.com).

### **Fee**

The fee for this non-residential seminar is £185.00 plus vat, which includes seminar materials, training costs, refreshments and lunch. If you require overnight accommodation it can be booked directly at the university's nearby Burleigh Court conference centre, subject to availability, by calling the imago sales office on 0845 036 4624. A single en-suite lodge room is £59.00 room only; full English breakfast is £14.00. A main building double or twin is £107.00 for bed and breakfast. All prices include vat. Please settle overnight accommodation charges directly with the university. There are two Travelodges six miles away at junctions 22 and 23a of M1, [www.travelodge.co.uk](http://www.travelodge.co.uk). There is a Premier Inn ten miles away at the A42/A512 junction at Ashby De La Zouch, [www.premierinn.com](http://www.premierinn.com).

To make a workshop reservation please go back to our booking form which may be completed on-line or off-line. May we respectfully draw your attention to the UHS business terms, which are on the seminars page of our web site and on the booking form?